2011 OCASI Professional Development Conference

The Westin Prince Hotel
Toronto, Ontario
June 20-22, 2011

OCASI
Ontario Council of Agencies Serving Immigrants
www.ocasi.org

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June 20, 2011

Executive Director's Welcome

On behalf of the OCASI Board of Directors and Staff, I am pleased to welcome you to the 2011 OCASI Professional Development Conference.

The Conference is a well-respected and popular sector event that provides an opportunity for staff from OCASI member agencies and other immigrant and refugee-serving agencies across Ontario to come together to network, share information about new initiatives and to share expertise and experiences with colleagues.

We work in a dynamic and vibrant sector, one that is always changing in order to meet new challenges and realities. This conference facilitates training and learning, and equips leadership and staff with the most current information and tools to deliver innovative and effective programs and services.

A recent challenge for the sector arises from the significant cuts to federal funding from Citizenship and Immigration Canada (CIC) for immigrant settlement and integration services and programs. The cuts were an outcome of the recession and the growing federal budget deficit, and were made as a result of an administrative review of the Department and the phasing in of Ontario into the national allocation model for settlement funds. As the province receiving the largest share of federal funding, Ontario felt the biggest impact of the cuts. OCASI and CIC were both interested in minimizing the impact of the cuts on services to clients; however we do not yet know what the full impact of the cuts might be on immigrants and refugees.

We are seeing the impact of the cuts on some areas of sector capacity, including the OCASI Professional Development Conference. This year OCASI returns to the practice of holding only one conference and for the first time, the 2011 Conference is being held in Toronto.

Our sector also faces other ongoing challenges such as helping immigrants and refugees to find employment, particularly in their field of expertise, and assisting in breaking down systemic barriers to settlement and integration. I trust that the training and networking opportunities provided through the OCASI Professional Development Conference can help to build and strengthen your knowledge, skills and capacity to face these challenges with resolve, innovation, and careful reflection.

Many of the workshops and other sessions this year speak to the diverse range of issues being raised through research, reports and other discussion documents created by policy makers, funders, the community sector and academia which address this transformative moment of immigrant integration and engagement. The Professional Development Conference provides you an exciting opportunity to acquire this new knowledge and update your skills while learning from colleagues about strategies for work on the ground. OCASI is genuinely excited to have the collective expertise of so many dedicated and inspiring practitioners and facilitators under one roof.

It is those on the frontlines who are typically charged with the implementation of strategies to address an ever increasing complex system of services, while at the same time contributing to the development of organization and community capacity. As practitioners you are in an excellent position to influence the direction and values of the integration and settlement program in Ontario and Canada.

I wish you all the best at the 2011 OCASI Professional Development Conference and I'm confident that you will be inspired and energized as we share our new ideas, lessons and wisdom with each other.

In Solidarity,

Debbie Douglas
Executive Director

Logistics

Around 350 participants, facilitators and guests are attending this Conference. We appreciate your assistance and cooperation in making this event a success.

Please take some time to read the information in this Program. Feel free to speak to OCASI Staff at the Registration Desk if you have any questions or concerns.

√ **Carefully review your specific schedule of workshops provided to you upon arrival, and the agenda contained in the program.**

√ **Take some time to study the floor plan contained in your folder and get acquainted with the location of the meeting rooms at the hotel.** Please take your room key anytime as your identity to access the facilities.

√ **Parking**

If you stay overnight, your license plate is registered upon your check-in and charges will be billed to OCASI. If you are not staying overnight, you need to register your license plate on the parking sheet when you register at the OCASI Registration Desk. Day-only parking will be billed to OCASI.

√ **Meals**

- The meals will be served at the Prince Ballroom (Please follow the direction signs in the hotel). Please check meal times on your agenda.
- The buffet offers various options, including Vegetarian, Vegan, Halal and Kosher meals. All dishes that include beef and chicken are halal. **If you chose Kosher and Vegan meals on your online registration form, you will be provided with tickets for this purpose in your personal envelope when you register at the OCASI Registration Desk.** If, when you registered online, you indicated food allergies, meals will be labeled to identify those ingredients. If you indicated other restrictions, please notify the hotel staff at the start of each meal. If you did not specify your food restrictions in your online registration, we cannot guarantee that your restrictions can be accommodated.
- **OCASI will not reimburse participants for meals other than those served at the Ballroom.**

√ **Internet**

There is Wireless High Speed Internet Access in all Guest Rooms. It charges $9.95 + tax per day. **Please note that the internet charges will not be reimbursed.**

There are two laptops in the lower lobby level (Conference Centre) for your use, and free Wireless Internet Access in the same level.

√ **Simultaneous Interpretation**

Plenary sessions and one workshop at any given time will be provided with simultaneous interpretation (English-French). **Please pick up headset for the simultaneous interpretation when registering and return it by Wednesday 1:00 PM.**

√ **Smoke-Free**

There is a Smoke-Free policy in all indoor spaces at the Westin hotel, including private bedrooms.

√ **Display Table**

OCASI is not responsible for any materials displayed on the Information Tables. If you have brought materials for distribution or display, please pick up any remaining materials before you leave. All materials left on the tables after 12:00 pm on Wednesday will be recycled.

√ **Hotel Information**

- The Westin Prince Toronto hotel telephone numbers is (416) 444-2511. **You will be charged for any outgoing phone calls made from your room.** Messages will be forwarded to your bedroom.
- Your room may have a stocked fridge with a sensor. If you want to use the fridge only for storing or keeping your own drinks cold, please contact the hotel front desk to exchange it for an empty fridge.
- **Check out time is 12:00 noon.** If you plan to leave before Wednesday, please ensure that you meet the checkout time deadline. Since the workshops on Wednesday run until 12:15 pm, **we advise you to check out before going to your morning activities and leave your luggage in a designated room.**

√ **Conference and Workshops Evaluation**

We need your input. Please take some time to complete the Evaluation Forms for the conference and the workshops you attend. The information collected will guide OCASI's future professional development activities as well as other programs, policy and public education work. The facilitator in each workshop will distribute Workshop Evaluation Forms. **The General Conference Evaluation form is in your folder.** After completing the Workshop Evaluation Form and Conference Evaluation form, please deposit them in the evaluation boxes available in your meeting room and the OCASI Registration Desk.

√ **Travel Claim**

The Travel Claim Form is in your folder. Additional copies will be available at the OCASI desk. If you are only claiming mileage, you can complete the form before you leave. Deposit the completed forms in the box available at the OCASI desk. For other travel expenses, original receipts should be mailed to OCASI with the Travel Claim Form by July 15. Forms will also be available on line at www.ocasi.org/conference.

√ **Disclaimer**

OCASI assumes no responsibility or liability for any losses or injuries of any kind incurred by participants at the OCASI Professional Development Conference, nor loss of and/or damage to their personal belongings. Participants are requested to take appropriate safety measures and precautions at all times.

√ **Photo/Video Waiver**

For promotional and proceedings purposes, videos and photographs are taken at all OCASI conferences. Your registration constitutes permission for OCASI to use your image for professional purposes including: promotional materials (print & web), reports, etc.

Conference Agenda

Monday June 20

10:30 AM	-	12:00 PM	**Registration**	Lower Lobby
11:00 AM	-	12:00 PM	**Drop-in Information Session: About OCASI**	North York North
11:30 AM	-	1:00 PM	Lunch	Prince Ballroom South
1:30 PM	-	2:30 PM	**Opening Plenary** (English and French) – Opening: Debbie Douglas, Executive Director, OCASI – Greetings: Anton Suphal, Director of Settlement Operations – Toronto & York, Citizenship and Immigration Canada – Keynote Speaker: Antoine Derose, CAMH	Prince Ballroom North
3:00 PM	-	5:00 PM	**A: Information Sessions / Workshops**	See workshop schedule
5:00 PM	-	6:00 PM	Social / Check-in	Lobby
5:15 PM	-	6:15 PM	**Drop-in Information Session: About OCASI**	North York North
6:00 PM	-	7:15 PM	Dinner	Prince Ballroom
7:30 PM	-	8:30 PM	**Focus Group Discussions / Information Sessions**	See workshop schedule
8:00 PM	-		"Meet & Mingle" Reception / Cash Bar	Le Continental

Tuesday June 21

7:00 AM	-	8:45 AM	Breakfast	Prince Ballroom
9:00 AM	-	12:00 PM	**B: Workshops**	See workshop schedule
12:05 PM	-	1:00 PM	Lunch	Prince Ballroom
1:00 PM	-	1:45 PM	Play: Flight 13 - A True Story of Bullying as Seen in the Eyes of a Newcomer Girl	Prince Ballroom
2:15 PM	-	5:15 PM	**C: Workshops**	See workshop schedule
5:30 PM	-	6:30 PM	**Policy at OCASI: An Orientation** (English and French)	Crown
			Wen-Do Women's Self Defense	North York North
			Free time / Social	
6:30 PM	-	8:00 PM	Dinner	Prince Ballroom
8:00 PM	-		DJ / Dancing / Cash Bar / Social	Le Continental

Wednesday June 22

7:30 AM	-	9:00 AM	Breakfast	Prince Ballroom
			Check out	Lobby
9:15 AM	-	12:15 PM	**D: Workshops**	See workshop schedule
12:30 PM	-	1:00 PM	**Closing Plenary**	Crown
1:00 PM	-	2:00 PM	Lunch	Prince Ballroom
			Departure	

All meals are served at Prince Ballroom.

Opening Plenary
(English and French)
Monday June 20 1:30 PM - 2:30 PM
Location: Prince Ballroom North

- Opening: Debbie Douglas, Executive Director, OCASI
- Greetings: Anton Suphal, Director of Settlement Operations – Toronto & York, Citizenship and Immigration Canada
- Keynote Speaker: Antoine Derose, CAMH

Speakers' Biographies

Anton Suphal: as the Director of Settlement Operations – Toronto & York, Anton provides leadership and direction in the administration of Citizenship and Immigration Canada (CIC)'s settlement programming for the City of Toronto, York Region, Simcoe County, Durham Region, Peterborough and surrounding areas. Prior to this appointment, Anton was the Immigration Manager at CIC St. Clair as well as CIC's Lead for the Toronto Temporary Foreign Worker Unit. Anton has represented CIC Ontario Region on various national working groups and committees and works closely with service delivery, other government and key association partners across the province. Before joining CIC, Anton worked with Canadian Heritage and Treasury Board of Canada Secretariat in a number of policy and program roles, as well as various positions in the private sector. Anton holds an undergraduate degree from the Richard Ivey School of Business and a graduate degree from the University of Waterloo.

Antoine Derose was born and educated in Haiti. He emigrated and settled in Toronto Canada where he lives with his family since 1978. Antoine received his degree in social work as well as a Certificate in Anti-Racism and Race Relations at York University. Antoine Dérose works as a Bilingual Program Consultant, at the Centre for Addiction and Mental Health (CAMH) since 2000. He coordinates CAMH representation on the French Language Health Services Planning Committee of the Toronto Region, and promotes the CAMH's products and services, particularly in Afro-Caribbean and Francophone communities where culture and language can be barriers to accessing mental health support services. He serves on the Management Board of the Canadian Council of Education. He is a member of the Board of Directors of the Centre francophone de Toronto. He also teaches at College Boreal, where he was a member of the board of directors from 2003 to 2007. He is vice-President of Pierspective Entraide Humanitaire, a charitable organization working in Haiti. Mr. Derose is a founding member of the Council of Caribbean Associations of Canada. Previously, he worked as program coordinator for the Change Your Future program for the Learning Partnership and as a project advisor at École secondaire Étienne Brulé and at Le Collège français. He also served as a Member, Franco-Ontarian Council of Education (CEFO). Previously he has been a Trustee with the French Language School Board, for a period of 5 years. He was also the Founding President of the Haitian Cultural Network of Toronto and the Haitian Association of Toronto. Mr. Dérose is committed to meeting the needs of Francophone Creole groups living in Toronto. The Groupe Professionel Haïtien de Toronto (GPHT) awarded its first "Community Excellence Award GPHT" to Antoine for demonstrated leadership in creating positive change and for supporting and encouraging others to become more involved in the community.

Workshop Schedule

Monday June 20

Drop-in Information Session -- 11:00 AM - 12: 00 PM		
About OCASI		North York North
Information Sessions / Workshops -- 3:00 PM - 5:00 PM (2 Hours)		
A1	Retention and the Solution Focused Approach (English and French)	Prince Ballroom North
A2	An Overview of the Canada Pension Plan and Old Age Security Program (French) (Cancelled)	
A3	An Overview of the Canada Pension Plan and Old Age Security Program	Princess North
A4	Improv Act - The Art of Living in the Moment	Don Mills
A5	Ontario's Human Rights System and Legal Support (Offered again on Wednesday morning D5)	Princess South
A6	Financial Topics for Settlement Workers	North York North
A7	Literacy and Essential Skills for the Canadian Labour Market (Offered again on Tuesday afternoon C1)	Canadiana
A8	Promoting Positive Mental Health for Immigrants and Refugees	North York South
A9	Smart Saver: Turning Government Policy into Community Practice	Le Continental B
A10	Visioning a Rewarding Future	Le Continental A
A11	Case Management and the Modernized Approach to Settlement Services (Offered again on Tuesday afternoon C11)	Ontario
Drop-in Information Session -- 5:15 PM - 6:15 PM		
About OCASI		North York North
Focus Group Discussion / Information Sessions --7:30 PM - 8:30 PM		
Focus1	Bridge Training Program for Internationally Trained Psychologists and Allied Mental Health Professionals	Princess North
Focus2	The Knowledge Hub for the Settlement Sector of Ontario: The Settlement AtWork Wiki	Princess South
Focus3	Overview of OCASI Francophone websites (French)	Canadiana
Focus4	Settlement.Org: Tell us what you think!	North York South
Focus5	TRIEC Toolkit: Innovative Tools and Programs for Immigrant Employment	Ontario
Focus6	Understanding LGBTQ issues within Settlement Services. A Training Module for Front-line Staff in the Settlement Services Sector	North York North

Tuesday June 21

Workshops -- 9:00 AM - 12:00 PM (3 Hours)		
B1	Immigrant Health and Nutrition Counselling (English and French)	Crown
B2	Strategy for Integrating Newcomer Children into the Canadian School System: Involve Parents to Ensure Their Children's Success (French)	Le Continental C
B3	A Practical Approach to Stress Management	Don Mills
B4	Anti-trafficking Training	North York North
B5	Effective Use of Interpreters: Removing Language Barriers	Canadiana
B6	Cross Cultural Counselling: Competencies and Practice (Offered again on Wednesday morning D6)	North York South
B7	Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Tuesday afternoon C10)	Le Continental B
B8	The Art of Facilitation (Offered again on Tuesday afternoon C8)	Le Continental
B9	Sponsorship Breakdown and Domestic Violence – How to Help Prevent Deportation	Princess North
B10	Canada Border Services Agency (CBSA): Port of Entry Process (Offered again on Wednesday morning D10)	Princess South
B11	What is Your CQ?...Enhancing Cultural Intelligence in a Multicultural Setting	Ontario
B12	Process Drama: An Ingenious Assistant to Integration	Le Continental A

Workshops -- 2:15 PM - 5:15 PM (3 Hours)		
C1	Literacy and Essential Skills for the Canadian Labour Market (English and French) (Offered again on Monday A7 in English)	Crown
C2	Immigrants Mental Health: Role of Settlement Workers (Cancelled)	
C3	Nutrition Program Development for Healthy Communities	Canadiana
C4	Violence against Women and the Refugee Process	Princess North
C5	Raising Our Voice: Newcomers Organize for Fair Employment and Equitable Civic Participation	Princess South
C6	Parenting Children and Youth, the Role of the Children's Aid Society and of Service Providers	North York North
C7	Involving Volunteers from Culturally and Linguistically Diverse Backgrounds (Offered again on Wednesday morning D7)	Le Continental A
C8	The Art of Facilitation (Offered again on Tuesday morning B8)	Le Continental B
C9	Positive Dialogue Skills for Working with Youth, Seniors and Everyone in Between	Le Continental
C10	Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Tuesday morning B7)	North York South
C11	Case Management and the Modernized Approach to Settlement Services (Offered again on Monday A11)	Ontario
C12	Out of the Story Box: Art as a Tool to Integration	Don Mills

Drop-in Information Session -- 5:30 PM - 6:30 PM	
Policy at OCASI: An Orientation (English and French)	Crown Room

Wednesday June 22

Workshops -- 9:15 AM - 12:15 PM (3 Hours)		
D1	Outcome Based Management for Frontline Workers (English and French)	Crown
D2	How to Present Job Search Workshops that Meet the Real Needs of Immigrants (French)	Le Continental A
D3	Health is a Settlement Issue	Le Continental B
D4	Policy Changes and Refugee Reform, Overview and Updates of Canada's Immigration Programs	Princess North
D5	Ontario's Human Rights System and Legal Support (Offered again on Monday A5)	Don Mills
D6	Cross Cultural Counselling: Competencies and Practice (Offered again on Tuesday morning B6)	North York South
D7	Involving Volunteers from Culturally and Linguistically Diverse Backgrounds (Offered again on Tuesday afternoon C7)	Canadiana
D8	Ethical Case Management for Client-Centered Services	North York North
D9	Wellness and Self-Care for Service Providers	Ontario
D10	Canada Border Services Agency (CBSA): Port of Entry Process (Offered again on Tuesday morning B10)	Princess South

Social and Recreational Activities

Meet and Mingle
Monday
June 20 - 8:00 PM
Location: Le Continental

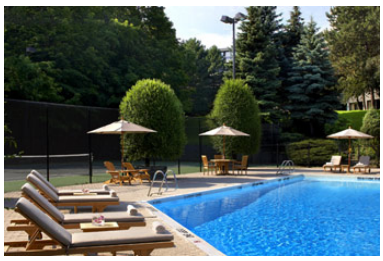
This has been a long –and hopefully - productive day. Please join your colleagues for an informal gathering. Meet new colleagues from across the province and re-acquaint yourselves with old friends from the sector. Refreshments will be provided.

Wen-Do Women's Self Defense
Tuesday June 21, 5:30 PM – 6:30 PM
Location: North York North

Don't miss this amazing opportunity to:

- learn simple, effective physical and verbal self-defense skills,
- increase your confidence,
- share ideas with other women, and
- have fun!

To register: Sign-up Sheet at OCASI Registration Desk



Flight 13
A True Story of Bullying as Seen in the Eyes of a Newcomer Girl
Tuesday June 21 - 1:00 PM - 1:45 PM
Location: Prince Ballroom

A progressive and creative way of looking at settlement is by way of engaging in theatric performance and other art forms. The Newcomer Art Project (NAP) at Windsor Women Working With Immigrant Women (WWWWIW) has been dealing in this area for a little bit than over a year. Settlement through the Arts, describe Chris Rabideau, Drama Facilitator at the NAP Program, is a powerful vehicle that awakens newcomer youth girls to themselves and to each other.

What does this have to do with settlement you might ask? It builds confidence, teamwork, critical thinking, friendship and language skills amongst many others, answers NAP Coordinator, Sophia Bittar.

Just past its 1st birthday, NAP has already had 4 groups of newcomer girls, about 100 girls total, go through this process. NAP's latest performance, Flight 13 is about a newcomer girl faced with bullying. It promises to be an exceptional show. Do not miss it!

The NAP Program is run by Windsor Women Working With Immigrant Women and funded by Citizenship and Immigration Canada.

DJ / Dancing

Tuesday June 21 - 8:00 PM Location: Le Continental

DJ Glen Cooper will provide universal musical vibes that will keep people dancing into the wee hours of the night.

Social

Location: Le Continental A

A space to catch up with old and new friends.

Information Sessions / Workshops A

A1: Retention and the Solution Focused Approach (English and French)

Mon. June 20
3:00-5:00 PM

Level:
Introductory / Intermediate

High no-show and/or lost contact rates. Client disengagement, low motivation, lack of follow through. Results that don't 'stick'. How are we contributing to these issues?
In examining our service 'life cycle', this workshop explores how our existing policies and practices may be getting in the way of success, while focusing our attention on a few key solution-focused strategies that can have a big impact. Relevant for all staff and program management. Lecture, discussion, and role play.

Your facilitator:

Sarah Delicate understands what it takes to achieve measurable results in non-profit organizations. As a speaker, trainer, coach and consultant, Sarah has worked with 100's of agencies and 1000's of staff across Ontario and Canada, helping to build and sustain organizational capacity and competitiveness. Her areas of expertise include Performance Measurement, Service Excellence, Solution-Focused Service Delivery Strategies, and Employment. A top-rated presenter, participants appreciate her no-nonsense approach and her engaging, dynamic style.

A2: An Overview of the Canada Pension Plan and Old Age Security Program (Cancelled)

A3: An Overview of the Canada Pension Plan and Old Age Security Program

Mon. June 20
3:00-5:00 PM

Level:
Introductory / Intermediate

The workshop will give an overview of the benefits under both the Canada Pension Plan and Old Age Security Program. Included will be the new legislative changes that have been passed with respect to the Canada Pension Plan. The intended audience will be front line workers who may deal with clients that have questions/concerns about their pension benefits.
The goal is for the attendees to leave the workshop with a better understanding of the two pension programs here in Canada. Ideally, we would like for front end workers to feel a little more comfortable and knowledgeable so that they may be able to assist their clients better.

Your facilitator:

Roberto Munoz is a Citizen Services Specialist with the Service Canada West Toronto outreach team. He has been working for Service Canada for approximately 4 years. As a Service Specialist some of his main duties involve facilitating workshops with employers, service providers and the general public on some of the programs administered by Service Canada.

A4: Improv Act - The Art of Living in the Moment

Mon. June 20
3:00-5:00 PM

Level:
Introductory / Intermediate

What is Improv? Improv is the ability to think and act in the moment. This workshop builds trust in using our voice and supporting others to do the same in a safe and encouraging environment. Through a series of activities, participants are given the opportunity to test drive their own improvisational skills with movement, music and practical feedback. Discussion on the different ways to implement each activity with clients and colleagues is offered and explored.
This lively workshop is for anyone looking for a refreshing and novel way to bring interaction, fun and communication skills into your work with groups.
Detailed handouts are provided for attendees

Your facilitators:

Working with Northern Lights Canada (NLC), **Joanne Stuart and Crystal Dolliver** bring over 25 years of Career Development experience in career counselling, job development and facilitation. Their personal love of Improv translated into the creation of workshops that they have brought to OCASI and all of the major career conferences in the last three years.
Crystal leads the Corporate training division at NLC and she and Joanne love to work with groups. They consistently bring new and innovative methods of supporting practitioners that are practical and results driven.

A5: Ontario's Human Rights System and Legal Support (Offered again on Wednesday morning D5)

Mon. June 20
3:00-5:00 PM

Staff from the Human Rights Legal Support Centre (HRLSC) will provide information on current trends and statistics of the relatively new Ontario's human rights system, significant changes and how it will affect your clients. The session will highlight the role of and how to get legal help from the HRLSC. Workshop participants will learn:

- What constitutes a human rights claim and what does not
- When to refer a client directly to the centre and when to call staff and the centre to ask for a direct intervention
- Where to find appropriate resources
- Who to talk to at the Human Rights Legal Support Centre

Level:
Intermediate

This will be an interactive session with case histories, Human Rights Tribunal decisions and strategies. It will be of interest to both managers and front-line staff.

Your facilitators:

Karen McNeilly has been a Law Clerk for 30 years. She had worked in the private sector until joining the Human Rights Legal Support Centre. Her experience is in civil litigation, criminal, corporate, estates and real estate law. Karen has experience with complainants in Criminal Injury Compensation matters and Human Rights matters. She has worked extensively with young people from many different communities and been involved in community based sports programs for students.

Kate Sellar received her law degree from the University of Windsor. She was a student caseworker at Legal Assistance of Windsor, a downtown legal aid clinic. Kate articled and then practiced at Bakerlaw as an associate for nearly 2 years, representing complainants in human rights cases, particularly in the areas of medical services and young people with mental health and substance abuse diagnoses. Kate has a long history of volunteer work, including monitoring cases involving violence against women for gender bias and assisting in a classroom for young offenders in a secure custody facility, as well as serving as a member of the Board of Directors for Adult Learning Disability Employment Resources (ALDER). She is currently a member of Legal Aid Ontario's Group Applications and Test Case Committee.

A6: Financial Topics for Settlement Workers

Mon. June 20
3:00-5:00 PM

This workshop is especially for staff in client-serving roles, though all are welcome. The workshop will go further into some financial topics that workers may already have had some exposure to from trainings and/or clients' questions.
In particular, attendees will learn:

- Demystifying credit: do newcomers really need to open a credit card? Who's in charge of 'credit', anyway? What's the difference between secured cards, store cards, prepaid cards, and credit cards? What should someone do about wrong information on a credit report? And how would they even know?
- Debt management: what happens in Canada when debts aren't paid? Is it true debts 'disappear' over time? What's a collection agency, and how should a newcomer deal with them? What is credit counselling, and is it helpful?
- Bankruptcy: how bad is it really? How does it work? Is it ever a good idea? Where should clients turn if they're considering bankruptcy?

Level:
Intermediate / Advanced

If time allows, facilitators may also talk about the sharia-compliant financial options available in Ontario.
The workshop will be mainly lecture-based, with space for questions and for sharing lessons learned through facilitator or audience experiences.

Your facilitator:

Elaine Magil has worked in financial literacy direct services for nearly 6 years. She currently coordinates financial literacy programming across WoodGreen Community Services. Elaine also provides financial and credit counselling and education to women in WoodGreen's Homeward Bound program. Before joining WoodGreen, Elaine worked at a community-based agency in Seattle where she led a program providing homebuyer education and financial literacy services to Asian/Pacific-Islander, East African, Latin American, and other immigrant clients. She is a newcomer to Canada, and speaks Mandarin and Spanish.

A7: Literacy and Essential Skills for the Canadian Labour Market (Offered again on Tuesday afternoon C1)

Mon. June 20
3:00-5:00 PM

This workshop will involve information about the importance of literacy and essential skills (LES) and an interactive demonstration of how to use Office of Literacy and Essential Skills (OLES)' tools to enable practitioners to assist their clients with LES challenges they may be facing. Examples of LES projects and interventions that have been geared towards various learners ranging from low-level learners, individuals seeking employment in the trades and apprenticeship, to foreign trained professionals will be provided to illustrate how incorporating LES into skills training curriculum can have a positive impact on labour market integration.

The OLES is focused on improving the LES of adult Canadians, and developed a series of free and easy-to-use tools that are adaptable to help address different LES challenges. LES are skills required for a knowledge-based economy such as Canada and have a significant impact on earnings and successful labour market integration. According to research employers and other stakeholders have expressed that some recent immigrants may have certain LES challenges that present barriers to successful labour market outcomes. Soft Skills are an area of Essential Skills that have been noted as presenting a particular barrier for newcomers.

Level:
Intermediate

Your facilitator:

Shareef Korah is an analyst with the Office of Literacy and Essential Skills. He holds a B.A and a M.A.

A8: Promoting Positive Mental Health for Immigrants and Refugees

Mon. June 20
3:00-5:00 PM

Mental health promotion is the process of enhancing the capacity of individuals and communities to take control over their lives and improve their mental health. Mental health promotion also advances inclusion, equity and social justice, and is respectful of cultural diversity and personal dignity.

The Best Practice Guidelines for Mental Health Promotion Programs for Immigrants and the Best Practice Guidelines for Mental Health Promotion Programs for Refugees are two new additions to a series of online guides that present health and social service providers with evidence-based approaches in the application of mental health promotion concepts and principles. These guides support the integration of best practice approaches to interventions for people new to Canada with guidelines that underscore the fundamental importance of promoting positive mental health in addressing the challenges facing newcomers.

This interactive workshop will facilitate group activities to introduce the guides and demonstrate evidence-based practices and tools in diverse settings. At the end of this workshop, participants will be able to:

- Outline mental health promotion best practices related to immigrants and refugees
- Describe mental health promotion in action through exemplary programs
- Apply mental health promotion principles into practice via the guides' tools

Level:
Intermediate

Your facilitator:

As Senior Health Promotion Consultant at the Centre for Addiction & Mental Health (CAMH), **Marianne Kobus-Matthews**' work centres on health promotion, mental health promotion, healthy public policy and chronic disease prevention. Marianne is CAMH's lead on the development of a series of online guides focusing on evidence-based approaches in promoting positive mental health across the life span and for diverse populations.

Angela Martella joined CAMH over three years ago as a Program Consultant in the GTA West Area. Her work currently involves a variety of health promotion projects related to mental health and addictions with a particular focus on community engagement, health equity, families and youth. Prior to joining CAMH, Angela worked at an immigrant service agency for over seven years developing education and awareness initiatives in collaboration with ethno cultural groups.

A9: Smart Saver: Turning Government Policy into Community Practice

Mon. June 20
3:00-5:00 PM

This workshop will provide front line workers and program managers with critical information regarding the Federal Government Canada Learning Bond, a federal contribution to the RESP of a low-income child of up to $2,000 that does not require any family contribution, just the opening of an account. Introduced in 2004, the Bond has still failed to reach 82% of qualifying children in Ontario resulting in $129 million not being allocate to 259,000 eligible Ontario children. The settlement sector plays a pivotal role in working with newcomer families in accessing government funded programs, and the Canada Learning Bond remains a fairly unknown policy issue. While most newcomers experience RESPs through Scholarship plan providers, many of which are restrictive and punitive, there are options with Banks that offer high levels of flexibility for newcomers and low income families.

Level:
All levels

Participants will learn about the Canada Learning Bond and understand the differences between policy options, providers and products. They will learn where to access multilingual tools, supports and training to work with newcomers on this issue and will discuss how this policy can be integrated into their settlement work. We will use a video tool and focus group discussions. Participants can go to the SmartSaver website and receive CLB materials.

Your facilitators:

Adriana Beemans is the Director of Programs & Services at Working Women Community Centre. Her responsibilities include leading the Don Mills North Local Immigration Partnership, the Victoria Park Community Hub Development process and other strategic initiatives including the Smart Saver Project. Prior to Working Women she worked at Toronto Community Housing as the Social Investment Fund Manager and overseas with the United Nations.

Nasrin Khatam is the SmartSaver Project Coordinator at Working Women Community Centre, she also coordinates the 'Art in the Garden' community development project at WWCC.

A10: Visioning a Rewarding Future

Mon. June 20
3:00-5:00 PM

According to Juanita Smith, "our personal vision guides our life". It is the directional compass that guides the course of our days including personal and career choices. "When we are clear about the link between our life's purpose and that of the organization we serve, we become more self motivated and self directed".

The purpose of this session is to share with participants how to identify and write a personal vision, mission and value statement for their life and career. At the conclusion of the workshop, participants will emerge with their personal vision and mission statements that will help to guide them to a more rewarding personal and working life.

Level:
Introductory

This session will include handouts, focus group, discussion and analysis.

Your facilitators:

Juanita Smith is the Coordinator of OCASI's Organizational Standards project, which provides organizational development for OCASI member agencies. Juanita has 15 years expertise in organizational development and community engagement. Juanita used the visioning approach in her work developing programs in partnership with organizational leaders in Canada, Africa and India.

Yanique Williams, a graduate of Queen's University is a community mobiliser and advocate. Currently, as a project assistant for OCASI's Organizational Standards Initiative she provides support to organizations on their path to organizational excellence.

A11: Case Management and the Modernized Approach to Settlement Services (Offered again on Tuesday afternoon C11)

Mon. June 20
3:00-5:00 PM

The Case Management approach assumes that clients with complex and multiple needs, will access services from a range of service provider. The goal is to achieve seamless service delivery. The purpose of this session includes to highlight the Modernized Approach and its impact on Case Management in relation to the Needs Assessment Continuum.
Participants attending will able to understand a delivery model under the modernization approach. They will review options for an outcome based settlement plan and the connection between newcomer's objectives and Citizenship and Immigration Canada (CIC) expectations.
Participants will explore:

- Case Management philosophy
- Introduction to client centered, rather than service centered approach using ISP (Individual Service Plan)
- Explore internal standards and practices: case note, file documentation, and report writing
- Client directed Case Management –using case study, approach to understand wrap-around service
- Systemic Issues - standardized operational practices, such as assessment: needs and service plan; ISP: prioritize needs, identify sources of support, discuss case collaboration; advocacy: identify issues for which there is no direct support; evaluation or follow-up: meeting the needs of the clients, and moving them onto appropriate internal or external support
- Explore how to integrate services and programs

This session will be of interest to frontline workers as well as new supervisors and managers.

Level:
Introductory / Intermediate

Your facilitator:

Yolande Charles has over 10 years of experience as a frontline worker, as well as providing training and developing, designing, implementing and evaluating an array of projects dealing with issues of settlement and adaptation faced by new Canadians and their families. Yolande also has extensive international experience working as a life skills coach, a woman's advocate, and with youth, skills which are reflected in her training models. Yolande holds a Masters in Social Work from New York University just to name one of her degrees. Her academic and professional experience is an asset in designing user-friendly resources to bridge the gaps in settlement service.

Drop-in Information Session: About OCASI

Monday June 20

11:00 AM - 12: 00 PM and 5:15 PM - 6:15 PM

Location: North York North

Are you a new Settlement Worker? Want to know more about OCASI? Based on a Questions and Answer format, in this Drop-In session OCASI staff will address your questions as well as listen to your ideas and input.

Facilitated by OCASI staff.

Focus Group Discussion / Information Sessions

Focus1: Bridge Training Program for Internationally Trained Psychologists and Allied Mental Health Professionals

Mon. June 20 7:30 PM - 8:30 PM

The Bridge Training Program for Internationally Trained Psychologists and Allied Mental Health Professionals prepares internationally educated mental health professionals to participate in Canadian workplace at levels commensurate with their levels of education and experience.
This session will provide an opportunity for interested individuals to ask questions, hear about the program and speak to a couple of program participants. The program manager Mallika Indran will conduct the session. She will talk about eligibility for program participation, application requirements, admission process, course components and duration, and successes of the program from its commencement in April 2010 to date. All those who are interested in seeking employment or that provide employment information in the mental health and addictions sector are welcome to attend the session.

Your facilitator:

Mallika Indran, B.D.S, PhD, F.I.C.C.D.E., Project Manager. Bridge Training for Internationally Trained Psychologists and Mental Health Professionals, Mennonite New Life Centre, Toronto.

Marisabel Abu-Jaber, Education and Employment Counsellor, Mennonite New Life Centre, Toronto.

Focus2: The Knowledge Hub for the Settlement Sector of Ontario: The Settlement AtWork Wiki

Mon. June 20 7:30 PM - 8:30 PM

Capacity building in the settlement sector involves sharing knowledge and collaborating to improve services and expand networks.
Wikis have seen explosive growth in scale and capacity to support these aims, within organizations and broadly across communities of practitioners.
The Settlement AtWork wiki supports principles of collaboration and openness to build a community of sharing and support in the settlement sector of Ontario, and beyond.
This presentation will show you what the wiki is about, how to sign-on, how to share your content, and how to collaborate with others.

Your facilitator:

Douglas Bastien, Online Capacity Development Facilitator, OCASI

Focus3: Overview of OCASI Francophone websites (French)

Mon. June 20 7:30 PM - 8:30 PM

In this session, which is intended for francophone settlement workers, we will do an overview of the three main francophone websites managed by OCASI, namely Etablissement.org, Ensemble.org and Nouveaux Jeunes.org. After reviewing the contents of each site, we will ask for your the input, suggestions and recommendations to improve the sites.

Your facilitator:

Lumembo Tshiswaka, Etablissement.Org Promotion and Outreach Coordinator, OCASI

Focus4: Settlement.Org: Tell us what you think!

Mon. June 20 7:30 PM - 8:30 PM

Do you have an opinion on or suggestion for Settlement.Org? Here is your chance to let us know! The purpose of this session is for Settlement.Org staff to engage Settlement.Org Users in an open forum. We want to ask questions about usability and overall satisfaction of the site since the redesign. There will be an opportunity for participants to tell us what they'd like to see on the website, what would better meet the information needs of their clients, how easy is it to find the information or resource they are looking for and where we can improve.

Your facilitator:

Theresa White, Content Coordinator, Settlement.Org, OCASI

Focus5: TRIEC Toolkit: Innovative Tools and Programs for Immigrant Employment

Mon. June 20 7:30 PM - 8:30 PM

TRIEC creates and champions solutions to better integrate skilled immigrants into the Greater Toronto Region labour market. In this session, learn about the different programs, tools and resources which make up the TRIEC toolkit. These were developed with the intent of supporting skilled immigrants in becoming job-ready and achieve success in the Canadian workplace. In this session, you will learn how the TRIEC toolkit can be used:

- **By your clients**, to support development of job readiness and success skills,
- **By a professional such as yourself**, as a learning resource to enhance and promote individual cultural competence,
- **By leaders and employers**, to support promotion and development of culturally competent work teams within your organization.

Experience a sampler of learning activities during this session. Handouts with relevant information regarding TRIEC videos, discussion and self-study guides, workshops and Professional Immigrant Networks will be provided.

Your facilitators:

Rose DeVeyra, Research and Curriculum Developer. Rose joined TRIEC in September 2010 as the research and curriculum developer helping to create new workshops and other resources for employers. She brings over 12 years experience as an adult educator, leadership and career coach.

Racquel Sevilla, Manager, Program Development. Racquel joined TRIEC in September 2007. In her first role at TRIEC, Racquel managed relationships with employers and stakeholders in Toronto. In her current role, she is responsible for the development, project management and implementation of new programs and initiatives. Her current initiative involves working collaboratively with professional immigrant networks to build their capacity to connect members to employment.

Focus6: Open Space: Understanding LGBTQ issues within Settlement Services. A Training Module for Front-line Staff in the Settlement Services Sector

Mon. June 20 7:30 PM - 8:30 PM

This session focuses on Front-line Staff and develops their knowledge and understanding of issues facing LGBTQ migrants and refugees. It also outlines the skills and practices required to work effectively with LGBTQ clients and colleagues.

- What is our responsibility as front-line staff in ensuring that our agencies respect the human rights of LBGTQ clients and staff?
- How do we work through complex intersections of race, class, gender, ethnicity, religion and sexual orientation within a globalized world?
- How can we, collectively, create genuinely welcoming environments for migrants marginalized because of their sexuality or gender expression?

This inter-active session invites you to engage in an honest and thoughtful discussion of these issues. Using detailed case-studies based on real-life examples, we will unpack our anxieties and misconceptions around sexuality and gender and explore various dimensions of transnational queer life. You will leave the session with a fuller understanding of LGBTQ issues within settlement services, as well as resources and relevant models of good practice.

Your facilitator:

Leslie Ramsay-Taylor, MSW, RSW is the current Communication and Partnerships Coordinator for the LGBTQ Positive Spaces Initiative at OCASI, and is an experienced facilitator of anti-homophobia and anti-hate workshops. Leslie is a Registered Social Worker with the Ontario College of Social Workers and Social Service Workers.

Workshops B

B1: Immigrant Health and Nutrition Counselling (English and French)

Tue. June 21
9:00 AM - 12:00 PM

Level:
Introductory / Intermediate

The purpose of the workshop is to provide knowledge, skills and strategies for frontline workers as they provide counselling to clients and promote health to their communities. This workshop will cover topics such as the most updated research of genetic analysis and nutrition science, epidemics among immigrants including obesity, cardiovascular disease and diabetics, knowledge of Canadian food and bioactive diet, and principles methods for providing nutrition counselling. Useful resources and internet links will be provided for service providers and their clients.

Your facilitator:

Jian Guan, PhD., Registered Nutrition Counselor. Specializing in public health and immigrant adaptation. Currently teaching at Ryerson University, President of the Canadian Academy of Natural Health. Research publications focus on immigrants' health and acculturation, depression and access to social services among Canadian Chinese seniors, cross-cultural comparison of seniors' physical and mental health, cultural effects on physician/patient relations, social and psychological impact of epidemics, and ethical challenge of medicine. Course taught include Medical Sociology, Sociology and Health, Values and Ethics for Health Professionals, Leadership Ethics, and Nutrition Counseling.

B2: Strategy for Integrating Newcomer Children into the Canadian School System: Involve Parents to Ensure Their Children's Success (French)

Tue. June 21
9:00 AM - 12:00 PM

The family plays a very important role in the children's success at schools. However, some newcomers' parents don't have all the necessary information about the Canadian education system. Many children face problematic situations due to the fact that their parents are not fully informed on the Canadian education system.

Reflecting on the challenges facing immigrants in their process of integration, this presentation will provide up-to-date information and tools on assisting newcomer parents in understanding the Canadian education system in a way which would allow improved newcomer parents and families' engagement and involvement in school's activities in order to support students' achievements.

At the end of the workshop, the participants will be able to understand:

Level:
Intermediate / Advanced

- The integration challenges faced by newcomer children
- The importance of parental participation in the children' success at schools
- Communication strategies when dealing with teachers, the principal or other staff.
- The socio-cultural barriers that hinder parents' engagement and participation
- The implications of education in urban centers
- The reasons to choose French school for new French-speaking newcomers

Your facilitators:

Fréderic Nzeyimana is currently acting regional director of the Regroupement Ethnoculturel des Parents Francophones de l'Ontario (REPFO) in Toronto, and vice-president of the board of the École élémentaire Laure-Rièse. Holding a master's degree in anthropology from the Université de Montréal, and having worked successively, in both French and English, at the Centre francophone de Toronto, the Collège Boréal and JVS Toronto, Frédéric has 8 years of experience in community programs promoting immigrant integration. He is also a researcher who is passionate about issues related to problems immigrants face in integrating into Canadian society.

François Yabit holds a PhD in business and international development and has accumulated more than 20 years of research and fieldwork experience in formal as well as informal education. After having worked for agencies such as CIDA, the Agence de la Francophonie, and the Commonwealth Secretariat, François is presently involved as program director for an agency which deals with the hosting and settlement of newcomers to Canada. His motto is to raise the awareness of Francophone newcomers regarding the importance of becoming involved in the education of their children.

B3: A Practical Approach to Stress Management

Tue. June 21
9:00 AM - 12:00 PM

The purpose of the workshop is to enable participants to understand that stress is unavoidable part of everybody's life; recognize the symptoms that reflects chronic stress overload; identify situations that cause greatest stress and categorize actions which add to the stress level.
Participants will be able to identify the best approaches to a stressful situation (Alter, Avoid and Accept), understand the source of stress, physical and behavioral symptoms of stress, and differentiate between positive and negative stress. Participants will also be equipped with simple authentic and practical tools and techniques to reduce and manage day-to-day stress, change/modify their lifestyles, situations and actions and lead a positive life without overwhelming stress. The facilitation strategy of the workshop will be combination of inputs from the facilitator, discussion, simulation games, icebreakers, pre and post-assignment review of the stress level and practice of simple and practical tools.
This session will be of interest to managers and front line workers who face challenges to cope up with the demands from work, home, and social pressures.

Level:
Introductory / Intermediate

Your facilitator:

Rabindra Nath Sabat is currently working as the Program Director in Settlement Assistance and Family Support Services (previously known as South Asian Family Support Services -SAFSS) having extensive experience in organizing and facilitating training programs, workshops and seminars. Prior to joining SAFSS, he worked as the Training Director in Hetta International Training Centre (HIDC) and Program Director in Agency for Women and Children Development in New York. He has organized and facilitated four international workshops attented by senior bureaucrats, corporate managers and non-profit leaders from European, Asian and African countries. He has also served as a consultant/ trainer in DSE/ZEL in Germany on "Participatory Planning" for Asian delegates.
Mr. Sabat has facilitated workshops in Citizenship and Immigration Canada Conferences and OCASI Professional Development Conferences since 2008.

B4: Anti-trafficking Training

Tue. June 21
9:00 AM - 12:00 PM

The goal of this session is to provide a general overview on the issue of human trafficking, its roots and causes while focusing in great detail on victim/survivor support and resources and the need of a coordinated community response.
The session will provide participants with an understanding of the situation of women and girl survivors of human trafficking in Canada. It will include tools on how to identify a trafficked person and will identify strategies that service providers could use to respond to their needs.

Level:
Intermediate

Your facilitators:

Loly Rico, founder and Co-director of FCJ Refugee Centre, has served as the past president of Ontario Council of Agencies Serving Immigrants (OCASI). She has organized and advocated for women's rights, social justice and human rights for numerous years. Loly is currently the Chair of the Anti-trafficking Steering Committee of the Canadian Council for Refugees (CCR); a leading force in their projects on Human Trafficking, also a key area of her concern. In addition, she was the Chair of the Gender Core Group developed through the CCR where she created a gender toolkit into action entitled "Applying a Gender Lens in Working with Newcomers". She has participated in international conferences on refugee rights and human trafficking worldwide. Loly has also been a member of the Latin American Coalition against Violence which raised awareness on the issue of violence against women in the Latin American community using a critical feminist perspective.

Tonya Henry has a diverse background in the arts including theatre, music, martial arts and holistic health. In the past 5 years she has dedicated her learning and professional practice to advocacy and support for women, girl youth and children who have experienced violence. Tonya is a graduate of the Assaulted Women and Children's Counsellor/Advocate Program at George Brown and of York University's School of Social Work. She is currently a student in the Public Policy and Administration Masters program at Ryerson University. Her study interests are rooted in both local and global policy activism and advocacy. At present, she is working as a social worker at YWCA Women's Shelter and teaches a course at Sheridan College. Tonya is very honoured to be working with FCJ Refugee Centre as project coordinator for the Anti-Trafficking Network and Service Provider Training initiative.

B5: Effective Use of Interpreters: Removing Language Barriers

Tue. June 21
9:00 AM - 12:00 PM

Level:
Introductory / Intermediate

This interactive workshop will highlight the common obstacles to communication and how to effectively use interpreters to remove language barriers. This workshop is for everyone who uses interpreters. It is prepared with the understanding that you come in contact with many non English speakers and limited language speakers in your day to day activities working in the settlement sector. The importance of using interpreters in different situations and when it is essential to use interpreters will be discussed. In particular attendees will learn what to expect from Professional Interpreters and how to make effective use of them by understanding interpreter code of ethics and terms of engagement. You will also learn what interpreters expect from you the service providers in order to be effective in their jobs. After attending this workshop the attendees will be able to provide service to a non English speaker in a seamless way as if there were no language barriers.

Your facilitator:

Judy Abraham is the Interpreter Training supervisor at Multilingual Community Interpreter Services (MCIS) and has worked as an interpreter for more than 14 years. She speaks 3 languages and teaches the fundamentals of interpreting to new interpreters and runs skill development workshops to seasoned interpreters. She also teaches at Seneca College.
As part of MCIS' social initiative to educate service providers on the effective use of interpreters Judy delivers more than 50 workshops a year to Police Services, Children's Aid Society, Toronto Public Health and more in the GTA area. She has presented in many conferences including a national conference organized by Supervised Visitation Network.

B6: Cross Cultural Counselling: Competencies and Practice (Offered again on Wednesday morning D6)

Tue. June 21
9:00 AM - 12:00 PM

Level:
All levels

The purpose of this workshop is to introduce participant to the core competencies that are necessary to becoming an effective cross cultural counsellor. Using an experimental approach, participants will review the definitions, concepts and frameworks that shape the attitudes, knowledge, and skills of cross cultural counselling practice. They will explore how their social identities and preconceptions of clients' worldview contribute to the dynamics that arise in counselling relationships, as well as have an impact on service delivery. Attendees will learn about methods of interventions that address the intersectionallity of cross cultural issues at the individual, institutional and community levels.

Your facilitator:

Deborah G. Headley is the Principle Associate of Network for Therapeutic Alliance. Deborah is an individual and family therapist, trainer and educator who has twenty years of experience working in community and social services, mental health and educational settings. She has taught and developed a curriculum at the college level in the faculty of Community and Social Services and Health Sciences using approaches which enhances students learning and employability. Deborah specializes in working with and teaching about intersectionallity of client issues including sexual/gender and ethno-racial identity issues, sexualized trauma, abuse, partner violence, newcomer family re-unification and trauma resulting from individual/ systemic discrimination.

B7: Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Tuesday afternoon C10)

Tue. June 21
9:00 AM - 12:00 PM

Level:
Intermediate

This workshop is designed for front-line staff who want to improve their ability to handle conflicts with angry clients. Participants will be introduced to concepts, skills and techniques to help them manage tense situations, set boundaries and resolve conflicts effectively. Participants will learn:

- The dynamics of anger and conflict escalation
- Strategies to remain calm in conflict situations
- The concept of needs based or win/win problem solving
- De-escalation skills and techniques
- How to set boundaries effectively and respectfully.

Your facilitator:

Claire Huang Kinsley, mediator and trainer with The Conflict Resolution & Training (CR&T) service. The CR&T at St. Stephen's Community House is the largest community mediation service in Canada. Originally founded in 1985 to provide neighbourhood mediation services in downtown Toronto, CR&T quickly became a leading provider of workplace mediation, mediation and communication training and consulting services to non-profits, government and private companies across Ontario. Its trainers and mediators come from a wide range of backgrounds, and are among the most experienced practitioners in the dispute resolution field.

B8: The Art of Facilitation (Offered again on Tuesday afternoon C8)

Tue. June 21
9:00 AM - 12:00 PM

Level:
Intermediate

Settlement work is largely about working with others, often in a group setting. Many of us are called upon to successfully facilitate groups, whether it be a job search workshop, an ESL or LINC class, an information and orientation session, a focus-group or yes, even a workshop on facilitation.

Facilitation is the art of guiding but not leading, bringing learning but not lecturing, engaging but not directing. This interactive session will provide participants with some concrete strategies, tools and tips for effective facilitation. There are many challenges with facilitation such as overly talkative participants, shy participants, lack of enthusiasm, handling conflict and cross-cultural challenges. Participants will gain a clearer understanding of the principles and competencies necessary for effective facilitation including the design, delivery and evaluation of workshop sessions through analysis, discussion and case studies.

Your facilitator:

Faed Hendry is a Certified Information & Referral Specialist who is Manager of Training and Outreach with Findhelp Information Services/2-1-1 Central in Toronto. He has worked in various capacities at Findhelp since 1989. Faed regularly conducts training and credentialing programs related to information, assessment and referral throughout Ontario and North America.

Faed has served as the Chairperson of the Alliance of Information and Referral Systems (AIRS) Standards Committee which developed the most recent edition of the Professional Standards for Information & Referral and Quality Indicators. AIRS is a professional membership association with over 1,000 organizations. Faed is currently AIRS President and conducts regular accreditation site visits to Community Information Centres and 211 agencies throughout North America.

Faed conducts regular workshops on Information, Referral and Communication Skills as well as Understanding the Human Services System. He has provided hundreds of customized training workshops with consistently strong evaluations and positive feedback. In his spare time, Faed volunteers as a coach with the East York Soccer Club.

B9: Sponsorship Breakdown and Domestic Violence – How to Help Prevent Deportation

Tue. June 21
9:00 AM - 12:00 PM

Level:
Introductory / Intermediate

This workshop will examine the issue of sponsorship breakdown and domestic violence, providing workshop participants with the information they need to help women in such a situation. Through a combination of lecture, discussion, and analysis of case scenarios, you will:

- better understand the sponsorship process
- gain a better understanding of why some women stay with abusive sponsors
- learn what government benefits are available or not available to women and children who leave abusive sponsors before or after gaining permanent residence
- learn the steps that a woman should take if leaving her abusive sponsor and taking her children
- gain an understanding of the possible immigration consequences if a woman being abused calls the police during the sponsorship process
- gain an understanding of the humanitarian and compassionate procedure which is a woman's main legal option if her sponsorship breaks down due to abuse

Your facilitators:

Heather Neufeld is an immigration and refugee lawyer at South Ottawa Community Legal Services, a legal aid clinic. Much of her work focuses on legal issues facing immigrant women who have experienced gender-based violence. Heather also provides legal presentations on topics related to domestic violence and immigration law for various organizations in the Ottawa community. She is the author of "Inadequacies of the Humanitarian and Compassionate Procedure for Abused Immigrant Spouses: A Proposal for Reform", an article in the most recent issue of the Canadian Journal of Law and Social Policy. In addition, she is a member of the current executive of the Canadian Council for Refugees.

Jean Lash has practiced immigration and refugee law at South Ottawa Community Legal Services since her call to the bar in 2004. She has had many clients who suffered from gender violence before coming to Canada only to find the same kind of abuse perpetuated in Canada. Before becoming a lawyer, Jean worked for 15 years in the field of international development where she specialized in women's issues. She spent seven years abroad in Mali and Cambodia working with Oxfam UK, UNICEF and the Canadian International Development Agency. In Canada she worked for the Canadian Council for International Cooperation and has volunteered at a woman's shelter.

B10: Canada Border Services Agency (CBSA): Port of Entry Process (Offered again on Wednesday morning D10)

Tue. June 21
9:00 AM - 12:00 PM

Level:
All levels

This presentation will provide attendees with information about the role of the Canada Border Services Agency at the port of entry, focusing on the immigration process. It will explore the legislated authorities of Border Services Officers within the context of the Immigration and Refugee Protection Act. Topics covered will include: the rights and obligations of the travelling public; personal exemptions; food/plant/animal requirements; new permanent resident processing; refugee processing and the detention/removal process.

Your facilitators:

Khalida Jelani has been working with the Canada Border Services Agency for over 11 years. She started her career with Citizenship and Immigration Canada and predominantly worked as an Immigration Officer at Pearson International Airport. Currently she is working as Senior Officer Trade Compliance. In her current position she is responsible for conducting outreach programs for CBSA.

Ana Fedel has been employed by the Canada Border Services Agency for over 13 years. For 10 of those years, she was a Border Services Officer with Canada Customs at Pearson International Airport. Ana currently occupies the position of Senior Officer Trade Compliance. Within her current role, she develops and delivers educational seminars and information sessions to promote border and trade programs.

B11: What is Your CQ?...Enhancing Cultural Intelligence in a Multicultural Setting

Tue. June 21
9:00 AM - 12:00 PM

Level:
Introductory / Intermediate

As Canada, and particularly Ontario, becomes increasingly multicultural, we often do not know what we don't know about other cultures. Although we are aware of other cultures we often see them through our own "cultural eyes." This interactive workshop will look at the concept of "Cultural Intelligence" and provide participants with tools for improving group dynamics in a multicultural setting. It will cover the settlement process, including an understanding of the dynamics of recognizing and managing culture shock. This workshop would be helpful for front line workers doing needs assessments and settlement action plans, as well as supervisors, coordinators and managers working in a settlement environment.

Your facilitators:

Melissa Pedersen is currently the ISAP Coordinator at The Centre for Skills Development & Training. She has had over twenty five years experience working with Newcomers and English language skills development. She has been a LINC/ESL Instructor, a corporate and workplace facilitator, has coordinated The Centre's ELT program since 2004, and The Centre's settlement programs for almost three years. Over the past several years, Melissa has presented various workshops at the TESL Ontario and affiliates Conferences, the ELT and Higher Level Learning Conferences and the ISAP Conferences.

Peter Cory is currently a Settlement Information Specialist and Job Search Workshops Assessor at The Centre for Skills Development & Training. Peter has previous experience as an ESL instructor to students and teachers in Canada and abroad, and has developed LINC/ESL and Settlement resources for newcomers in Canada. Peter is the author of "The LINC Companion" and "The Newcomer Companion".

B12: Process Drama: An Ingenious Assistant to Integration

Tue. June 21
9:00 AM - 12:00 PM

Level:
All levels

Art facilitators and educators from the Newcomer Art Project (N.A.P.) of Windsor Women Working With Immigrant Women have managed to engage and empower newcomer youth girls in their community of Windsor, Ontario through using the technique of process drama. Process drama, developed by Brian Way and Dorothy Heathcote, two ground breaking educators of our time, is conventionally known as a teaching method to learn drama and develop thinking skills in young children. N.A.P. art facilitators have incorporated this method into their settlement strategies to help build newcomer youth self esteem and confidence, and various skills such as critical thinking, social and communication skills amongst many others. Youth clients, through their total engagement with the problems that are imagined by themselves, engage in discussion and problem solving. N.A.P.'s optimistic theory is not only that the process helps make successful newcomer youth but promotes great citizenry as well. The workshop will engage participants in a short summarization of theories of process drama. The presentation will then give insight on the workings of process drama through active participation by attendees.

Your facilitators:

Cassandra Richardson is a Youth Settlement Worker and the Lead Programme Facilitator with the N.A.P.. She has worked in the settlement sector for over three years where her work and academic career have been dedicated to social justice issues. She has her masters in Communications and Social Justice from the University of Windsor and her BA in Communications and Environmental Sciences with the College of St. Catherine's in St. Paul Minnesota, USA. Working with marginalized groups in her career, where conventional methods of teaching often fall short to motivate and empower clients, she developed a great interest in the workings of art as an agent of personal and social change.

Chris Rabideau, B.A. Education, Ontario College of Teachers (Honours B.A. Drama in Education & Community, University of Windsor) Chris is thrilled to be part of the N.A.P.. He has assisted the young women in directing many of their presentations. Chris brings experience as a performer, director and educator to social justice workshops for youth. His most recent social justice works have included the history-making "Waking up Blue", a play for Anti-Homophobia Day in Windsor, with local high school students. The show continues to play throughout southern Ontario and has also been documented for a film release this year. He continues to work with the girls that attend the NAP helping them to come into their own and have their voices heard as young immigrant women living in a Canadian culture. Together with other art facilitators in the program he has helped young immigrant girls tackle and discuss important issues like homophobia, xenophobia, bullying, and other forms of discrimination using the expressive arts.

Workshops C

Tue. June 21
2:15 - 5:15 PM

Level:
Intermediate

C1: Literacy and Essential Skills for the Canadian Labour Market (English and French) (Offered again on Monday A7)

For description of workshop and facilitator's bio, please read A7.

C2: Immigrants Mental Health: Role of Settlement Workers (Cancelled)

C3: Nutrition Program Development for Healthy Communities

Tue. June 21
2:15 - 5:15 PM

Level:
Intermediate

The purpose of the workshop is to provide skills and strategies for program managers and frontline workers to develop health promotion projects for building healthy immigrant communities. This workshop will cover the topics of designing health projects for grant applications, developing interactive health programs to get community involved, understanding principles and methods for providing nutrition counselling, and utilizing resources and internet to equip service providers and their clients.

Your facilitator:

For facilitator's bio, please read B1

C4: Violence against Women and the Refugee Process

Tue. June 21
2:15 - 5:15 PM

Level:
All levels

This workshop will provide participants with an overview of cases of violence that refugee women may face during the refugee process in Canada and how the situation may hinder their refugee process under the immigration law.
Participant will be able to identify situations of violence against refugee women and how to help them to reach a positive outcome under the immigration legislation without jeopardizing their safety and their status

Your facilitator:

Francisco Rico Martinez earned a Master's degree in economics from Costa Rica and Law Degree (J.D.) from El Salvador. He was a professor at the National University, writer, political analyst, human rights advocator and investigator for the Archbishop office in San Salvador. as well as a refugee issues advisor for the Jesuit Refugee Service in El Salvador.
In Canada Francisco is currently co-director of FCJ Refugee Centre that strives to meet the diverse needs of uprooted people, particularly refugee claimants and people without status. In addition, he is part time professor at SENECA College and a member of the Editorial Group of the Refugee Update Newsletter.
Francisco Rico Martinez is the Toronto Regional Director of the Ontario Council of Agencies Serving Immigrants (OCASI) and was the president of the Canadian Council for Refugees (CCR). Also he is the recipient of the Community Leadership in Justice Fellowship of the Ontario Law Foundation for 2007; as well as the recipient of the 2001 City of Toronto Willian P. Hubbard Race Relations Award and the YMCA Peace Medallion 2006. Francisco has a long history of refugee advocacy and volunteer activity on behalf of victims of human's violations. He also has a number of publications regarding refugee and human rights issues.

C5: Raising Our Voice: Newcomers Organize for Fair Employment and Equitable Civic Participation

Tue. June 21
2:15 - 5:15 PM

This workshop offers the opportunity to view and discuss Raising our Voice, a half hour documentary about immigrants and refugees organizing to overcome barriers to fair and meaningful employment. A production of the Mennonite New Life Centre, this documentary tells the story of the Newcomer Advocacy Committee.

Although most workers at settlement agencies will be familiar with the challenges that newcomers must overcome in their quest to find a stable and well paying job, this video offers the opportunity to learn and reflect on strategies for engaging newcomers in collective reflection and action around issues such as employment and civic participation. More specifically, the video will demonstrate how settlement agencies can support immigrants and refugees to analyze systemic barriers and formulate policy recommendations. The video addresses timely policy concerns such as employment equity and municipal voting rights for newcomers.

Level:
Introductory / Intermediate

The workshop will be organized in three parts: first, the video showing; second, a lecture reflecting about the organizing experiences promoted by the centre: challenges and opportunities; and third, a group discussion during which attendees can share best practices for community engagement and explore opportunities for partnership in advocacy work related to shared concerns. Together, we will learn to support newcomers in developing the tools they need to advocate on their own behalf and effect the changes that will benefit them the most.

Your facilitator:

Adriana Salazar works in the Mennonite New Life Centre as coordinator of the project Newcomers Skills at Work: Refusing to Settle for Less. She is graduated in International Project Management from Humber College and in Community Economic Development from Concordia University. Adriana Salazar's experience in community organizing comes from 20 years of working in Colombia and since 2004 in Canada.

C6: Parenting Children and Youth, the Role of the Children's Aid Society and of Service Providers

Tue. June 21
2:15 - 5:15 PM

The purpose of this training is to provide participants with an ability to understand and address the challenges that newcomer families experience in relation to parenting their children. Child protection services are becoming involved with numerous newcomer families. Many families have experiences of trauma, dislocation, loss, victims of genocide, war, and torture. Pre-migration experiences and the considerable challenges of settling into a new country can affect family well-being and parenting practices.

The workshop aims to provide knowledge of the Children's Aid Society's (CAS) role and the challenges it faces in maintaining its legal obligation in keeping children safe within the family system. The training allows participants to discuss different forms of abuse and neglect that children and youth may experience in their intimate or dependent relationships. The workshop will examine and focus on issues such as, the rights of parents, challenges of cross-cultural counselling and on how to deal with sexual abuse disclosure. Participants will discuss their role as service providers, responsibility regarding duty to report, difficulty and uncertainty in relating to sexual abuse disclosure by youth, cultural competency, and the role of inter-agency relationships in providing effective support to newcomer families.

Level:
Intermediate

Your facilitator:

Inderjit Grewal (M.S.W) has extensive experience in the field of domestic violence and child abuse. Inderjit is currently a Child Protection Worker with the Halton Children's Aid Society, and previously worked with the Windsor-Essex Children's Aid Society as a Family Service Worker, Diversity Manager, and Case Aide Supervisor. Inderjit has also worked with Hiatus House, a shelter for abused women, and as a instructor of the University of Windsor Social Work department. Inderjit has conducted numerous workshops in the community and with OCASI regarding domestic violence, elder abuse, stress and vicarious trauma, wellness and self-care, and assessment and intervention skills for families.

C7: Involving Volunteers from Culturally and Linguistically Diverse Backgrounds (Offered again on Wednesday morning D7)

Tue. June 21
2:15 - 5:15 PM

This workshop will provide participants with the resources needed to increase the cultural competence of volunteer programs, promote the concept of volunteerism to newcomer and share best practices. Using the Enhancing the Cultural Competence of Volunteer Programs: Cultural Competence Toolkit and marketing resources, this session will:

- Increase participants' understanding of the tools and resources created to assist them to enhance the cultural competence of volunteer programs
- Describe how to use the cultural competence tool kit
- Provide examples on how resources can be adapted to meet the needs of their communities
- Describe how the newcomer marketing materials could be used and adapted
- Identify the different ways in which the newcomer educational materials can be used to increase newcomers' knowledge of volunteerism.

Level:
Introductory

This session will be of interest to individuals who have some responsibility for the recruitment and engagement of volunteers such as program managers, coordinators and frontline workers.

Your facilitators:

Camila Alves is an Orientation Specialist at the Multicultural Council of Windsor (MCC) and Essex County. She has a background in teaching and facilitation and a Masters Degree in International Relations. She is a translator and interpreter by trade and has been specializing in cross-cultural communication for the past 4 years. Most recently, she has been dedicating herself to develop and implement the Community Connections Program at the MCC, geared to promote newcomer volunteerism among newcomer, as well as increase the cultural competence of volunteer programs.

Fred Francis is the Community Diversity Educator, former Host Program Manager at the Multicultural Council of Windsor and Essex County (MCC). Fred has been with the MCC since 2007 when he began as the Host Program's Child & Youth Worker. Since 2007, Fred has worked with teachers and administrators at every level to provide effective in-school and after-school programming for children and teens alike. As Host Manager, Fred has worked along with his peers to add additional youth services and programs for newcomers in the community. Fred holds academic degrees from the University of Western Ontario and the University of Windsor.

Tue. June 21
2:15 - 5:15 PM

C8: The Art of Facilitation (Offered again on Tuesday morning B8)

Level:
Intermediate

For description of workshop and facilitator's bio, please read B8.

C9: Positive Dialogue Skills for Working with Youth, Seniors and Everyone in Between

Tue. June 21
2:15 - 5:15 PM

Whether the clients or staff members you are working with are 18 or 80, you have no doubt been confronted with behaviour that is racist or sexist, or oppressive in some way. How do you address these situations in positive ways that strengthen relationships, and help create healthier workplaces and communities?

In this workshop for front line workers, managers and all agency staff, the dynamics of dialogue in diverse groups will be explored in depth. Dialogue skills that are useful in sensitive situations will be introduced and practised. The session will incorporate interactive activities and discussion formats that have proven to be successful and fun. The intention is that participants will:

- Understand more clearly the dynamics that impact positive dialogue in our agencies, including cultural differences, oppression issues and ability to empathize
- Practise supportive listening skills and useful guidelines that effectively engage clients and coworkers in positive dialogue.
- Be more skilled in finding the "hurt spots" in situations where people are making racist comments and other oppressive remarks.
- Feel better prepared to engage clients and coworkers in positive dialogue when sensitive social issues arise.

Level:
Intermediate

Your facilitator:

Janis Galway has been developing and facilitating diversity and anti-oppression trainings in community based agencies for over 25 years. A founder of Skills for Change, she has recently returned there to implement an agency-wide diversity program for staff, clients, board and community partners. She served on the OCASI staff in the past, and is the author of OCASI's "Immigrant Settlement Counselling: a Training Guide". Her most recent project was founding Community Builders Youth Leadership to do diversity work with students, parents and teachers in schools.

Tue. June 21
2:15 - 5:15 PM

C10: Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Tuesday morning B7)

Level:
Introductory / Intermediate

For description of workshop and facilitator's bio, please read B7)

Tue. June 21
2:15 - 5:15 PM

C11: Case Management and the Modernized Approach to Settlement Services (Offered again on Monday A11)

Level:
Introductory / Intermediate

For descriptions of workshop and facilitator's bio, please read A11.

C12: Out of the Story Box: Art as a Tool to Integration

Tue. June 21
2:15 - 5:15 PM

Newcomers suffer transition not only in space but also at the level of metaphor. Language represents the culture of the host country but the newcomer, already overwhelmed by the change in environment, recognizes a schism between his/her understanding of language at a literal level and an inability to experience it at the level of the metaphor. This inability is a great impediment in their cultural integration.

In Ontario many newcomer youth face challenging issues for successful integration. Access to language is just one. Dependent upon the circumstances, area of emigration and reason for migration, newcomer youth suffer low self-esteem, depression, and issues of cultural identity. Without proper guidance and help, such issues, more than likely, could manifest towards an unsuccessful adult. Drawing from the power of arts, either therapeutically or in other ways can assist with healthy development of newcomer youth.

Level:
Introductory / Intermediate

The workshop will focus on how art or any mimetic representation can be employed successfully to navigate the unconscious resistance to productive experience of their adopted country. The workshop will engage participants in a short summarization of theories on different uses of art and will review how different art practices have been implemented in the Windsor Women Working With Immigrant Women's Newcomer Arts Project (N.A.P.) programme's vision, assisting newcomer youth in the integration process. Lastly the presentation will give insight on the workings of process drama through active participation by attendees.

Facilitators will share their knowledge and experiences in using art as a tool to integration and will provide participants with practical tools to use with newcomers.

Your facilitators:

Sudip Minhas has a PhD in English from India. She is currently working as Coordinator of the ELT program with Windsor Women Working With Immigrant Women as well as a part time teacher at the University of Windsor's Academic Writing Centre. She has published extensively on literary theory and feminism. Her current research is focused on understanding linguistic and cultural impediments to integration of newcomers in Canada, and how innovative tools can be employed to navigate the roadblocks. She is keenly associated with the marginalised sections of the society and their representations. She seeks to use art to explore the multiplicity of identities that the Diaspora experience brings and share the knowledge with newcomers to better assist them.

Sophia Bittar is a young visionary thinker who possesses a strong passion for refugee and immigrant issues. Ms Bittar immigrated to Canada 15 years ago from West Africa. She holds a Degree in Communication Studies from the University of Windsor and is a Program Manager at Windsor Women Working With Immigrant Women. She has been serving newcomers in the not-for-profit sector for over 5 years and co-authored the unique and successful CIC funded youth arts program - Newcomer Art Project (a.k.a NAP).

Policy at OCASI: An Orientation (English and French)

Tuesday June 21 -- 5:30 PM - 6:30 PM

Location: Crown Room

Come to this session to learn more about how OCASI goes about doing policy work at the Council. This is an opportunity to find out what happens 'behind the scenes' when OCASI works on an issue such as eliminating the three-month wait for OHIP for new immigrants, or the racialization of poverty, or the long delays in family reunification, or the upcoming provincial elections in Ontario. It is an opportunity to find out how you can play a role in addressing OCASI policy priorities through your own work.

Facilitated by members of the OCASI Policy Team.

Workshops D

D1: Outcome Based Management for Frontline Workers (English and French)

Wed. June 22
9:15 AM - 12:15 PM
Level:
Introductory / Intermediate

Outcome based performance measurement is foundational to CIC's Modernized Approach. How does that change what is required of you as a front-line worker? Through a combination of lecture, case study and interactive exercises, this workshop will move you from theory to the concrete processes and practices required to successfully implement and monitor your outcomes at both an individual and program level. Based on best practices, all participants will be encouraged in session to apply the methodology to their every day work.

Your facilitator: For facilitator's bio, please read A1.

D2: How to Present Job Search Workshops that Meet the Real Needs of Immigrants (French)

Wed. June 22
9:15 AM - 12:15 PM
Level:
Intermediate / Advanced

This presentation should enable participants to:

1. be informed about the real needs of newcomers in search of employment and be equipped with an effective new approach for conducting job search workshops;
2. understand the cultural and systemic barriers which prevent immigrants from grasping the information needed in order to access employment;
3. acquire the skills for tailoring job readiness services to the real needs of immigrants;
4. develop information and training tools that will enable newcomers to:
   - acquire the necessary knowledge and understanding of the Canadian labour market culture in order to be able to adapt their career goals, education and professional experience to the demands of the labour market in Canada;
   - better assimilate the expectations of the Canadian labour market, overcome cultural barriers to understanding and recognize the long journey that every person outside the system must undertake in order to access employment which corresponds to their qualifications and skills;
   - be able to write a resume and a cover letter in an appropriate manner, presenting their skills, education and experience so that they relate to the position to be filled;
   - have the necessary know-how for conducting an independent job search and be able to communicate their skills in a job interview.

Your facilitators: For facilitators' bios, please read B2.

D3: Health is a Settlement Issue

Wed. June 22
9:15 AM - 12:15 PM
Level:
Introductory / Intermediate

Newcomers to Canada arrive in good health but quickly lose their health advantage. Many newcomer communities develop higher rates of chronic diseases and their resilience and coping skills are severely challenged by underemployment, family separation and poor access to health services.

Through presentations and discussions, participants will learn how health and settlement issues are linked and how public health agencies and settlement agencies can partner to support newcomer families. To stimulate the discussion, there will be short presentations of: the latest data on newcomer health; Toronto Public Health's (TPH) partnership with ten settlement and newcomer agencies to address mental well-being related to family separation and reunification; and how TPH is working with three LIP projects in Toronto.

Participants will be encouraged to share their health related activities in order to develop discussion and analysis from a provincial perspective.

Your facilitator: **Peter Dorfman** is coordinating newcomer initiatives at Toronto Public Health and was previously the Provincial Coordinator of Settlement Workers in Schools.

D4: Policy Changes and Refugee Reform: Overview and Updates of Canada's Immigration Programs

Wed. June 22
9:15 AM - 12:15 PM

Level:
Intermediate

This workshop is an introduction to Canada's immigration programs and their economic, social and humanitarian goals under the Immigration and Refugee Protection Act. The session will provide a summary description of each immigration class, category and program. Participants will learn about the immigration process, with an emphasis on whether programs are temporary or permanent solutions, or if the process can begin from within Canada or overseas. Also, the facilitator will explain the role of various institutions involved in the immigration or refugee process, including enforcement. Throughout the workshop, participants will become familiar with a related glossary of terms.

Your facilitator: For facilitator's bio, please read C4.

Wed. June 22
9:15 AM - 12:15 PM
Level:
Intermediate

D5: Ontario's Human Rights System and Legal Support (Offered again on Monday A5)

For description of workshop and facilitators' bios, please read A5.

Wed. June 22
9:15 AM -
12:15 PM
Level:
All levels

D6: Cross Cultural Counselling: Competencies and Practice (Offered again on Tuesday morning B6)

For description of workshop and facilitator's'bio, please read A5.

Wed. June 22
9:15 AM -
12:15 PM
Level:
Introductory

D7: Involving Volunteers from Culturally and Linguistically Diverse Backgrounds (Offered again on Tuesday afternoon C7)

For description of workshop and facilitators' bios, please read C7.

D8: Ethical Case Management for Client-Centered Services

Wed. June 22
9:15 AM - 12:15 PM

Ethical case management is one of the challenges that front-line service providers working with newcomers and refugees face as they balance country-of-origin cultural values with Canadian norms and laws. In order to address the many complexities service providers face it is important for them to have an understanding of the ethical theories and concepts that guide professional practice, such as clients' self determination, informed decision making, privacy and confidentiality, dual relationships, conflict of interest, physical contact, and gifts for services. This workshop will explore ethical responsibilities that build on values of professional service, social justice, and dignity of individuals.

Level:
Introductory

The format for this workshop will be a mixture of lecture and group discussions. The opportunity to analyze case studies will facilitate a shared understanding of the issues as well as highlight "gray areas" for further discussion.

Your facilitator:

Farishta Murzban Dinshaw, MSC., M.A. is the Community Development Worker with the Family Violence Initiative at COSTI Immigrant Services. She works with agencies serving ethnocultural communities to develop and disseminate messages through ethnic broadcast and print media to raise awareness about family violence. She is a trainer with the York Region Woman Abuse Protocol: Best Practice Guidelines (YRWAP: BPG) project. Farishta has presented on issues related to immigration and settlement, and violence against women at conferences across Canada, and has co-led several research studies on these issues. She is currently working part-time as a Field Placement Co-ordinator for the MA degree in Immigration and Settlement Studies from Ryerson University, Toronto. Prior to immigrating to Canada, her work experience in Pakistan ranged from community and resource development to research and teacher training in the education and child welfare sector.

D9: Wellness and Self-Care for Service Providers

Wed. June 22
9:15 AM - 12:15 PM

This workshop aims to raise awareness of the importance of wellness and self-care for service providers who work within the settlement sector. As professionals in the settlement sector strive to function effectively and maintain a high level of competence and confidence in their personal and work environment, this workshop will help participants to develop strategies for wellness and self-care. An understanding of the challenges and conflicts of working and living in one's own community as a settlement worker will be explored. Topics will include a comprehensive assessment of one's strengths, limitations, fears about personal safety, and expectations that are both internally and externally imposed. In addition, the importance of maintaining professional and personal boundaries will be emphasized. The workshop will include an open discussion of what wellness is, and identify factors that threaten to erode wellness both within and outside of the work environment. Symptoms and the effects of unmanaged stress, and managing personal feelings of anger, rejection, hopelessness and despair, which can arise from working with those who have acute and constant needs will also be examined. To conclude the workshop participants will develop a wellness and self-care plan from a strengths-based and holistic perspective.

Level:
Intermediate

Your facilitator:

For facilitator's bio, please read C6.

Wed. June 22
9:15 AM -
12:15 PM
Level:
All levels

D10: Canada Border Services Agency (CBSA): Port of Entry Process (Offered again on Tuesday morning B10)

For description of workshop and facilitators' bios, please read B10.

OCASI Professional Development Conference Advisory Committee

OCASI thanks the Professional Development Conference Advisory Committee members for their input and recommendations. The broad representation from across the province, and the insight and knowledge of each Committee member ensures that the Professional Development Conference addresses the needs and interest of immigrant settlement service workers across the province.

Member List
2011-2012 Fiscal Year
(Sorted by First Name)

Name	Organization
Annie Zhang	OCASI
Beverly Knutson	Thunder Bay Multicultural Association/D.O.O.R.S. To New Life Refugee Services
Fatima Fillipi	Rexdale Women's Centre
Judy Abraham	Multilingual Community Interpreter Services (MCIS)
Helena Rumley	Dixie Bloor Neighbourhood Centre
Jackie Gakumba	Canadian Centre for Victims of Torture
Jolanta Nozka	OCASI
Judy Abraham	Multilingual Community Interpreter Services (MCIS)
Katherine Babiuk	Citizenship and Immigration Canada
Loly Rico	FCJ Refugee Centre
Maisie Lo	Woodgreen Community Centre of Toronto
Maria Brzeska	The Centre Skills Development & Training
Martha Orellana	OCASI
Mike Simon	YMCA Immigrant Settlement Services
Mohamed Al-Adeimi	South London Neighbourhood Resource Centre
Nadia Sokhan	Polycultural Immigrant and Community Services
Paulina Maciulis	OCASI
Petra Roberts	OCASI
Philippine Ishak	Windsor Women Working with Immigrant Women
Rabindra Nath Sabat	South Asian Family Support Services
Sri-Guggan Sri-Skanda-Rajah	Tamil Eelam Society of Canada

Things to remember before the Conference comes to an end…

Check Out Time

Check out time is 12:00 noon. Since the workshops on Wednesday run until 12:15 PM, we advise you to check out before going to your morning activities. Leave your luggage in the assigned luggage storeroom.

Closing Plenary

Please make sure you attend the Closing Plenary on Wednesday, June 22, at 12:30 in the **Crown room**. This will be a light session to share some memories from the last 3 days and to say good-bye to new and old friends. There will be a lucky draw at the end.

Conference Evaluation

We need your input. Please take some time to complete the evaluation forms for the conference and the workshops you have attended. The information collected will guide OCASI's future professional development activities as well as other programs, policy and public education work. **The General Conference Evaluation form is in your folder**. Additional copies are available at the OCASI Registration Desk. After completing the Conference Evaluation form, please deposit it in the evaluation boxes or give it to an OCASI staff member.

Information Table

If you have brought materials for distribution or display, please pick up any remaining materials at the end of the conference. For sure these are useful materials that can be used at other occasions. All materials left on the tables after 12:00 pm on Wednesday will be recycled.

Travel Reimbursement Forms

We have included **Travel Reimbursement Forms in your Conference folder**. Additional copies will be available at the OCASI desk. If you are only claiming mileage, you can complete the form before you leave. Deposit the completed forms in the box available at the OCASI desk. For other travel expenses original receipts should be mailed to OCASI with the Travel Reimbursement Form. Forms will also be available on line at www.ocasi.org/conference.

Workshops Materials

You may be interested in accessing materials from workshops that you could not attend. This information will be available by the middle of September at http://www.ocasi.org/conference.

Hope you enjoyed this Professional Development Conference, networking with participants from across the province and the facilities at the Westin Prince Toronto hotel.
Thanks for participating and have a wonderful trip!

Acknowledgements

OCASI gratefully acknowledges the financial support of Citizenship and Immigration Canada, Settlement and Intergovernmental Affairs Directorate, Ontario Region. This event is also made possible through the support of the OCASI membership and the contribution of numerous volunteers.

Citizenship and Immigration Canada Citoyenneté et Immigration Canada Ontario United Way